

# NETWORK MANAGER REPORT

---



MAY 2009

SUBMITTED BY Barrett Gilbreath, General Manager

# NETWORK MANAGER REPORT

MAY 2009

---

## OVERVIEW

---

### Operations

With May coming to an end, AI has continued on a very fast pace. During the month, AI completed a new agency application for the Alabama Department of Public Health and six change management updates. The project queue remains full, keeping AI on pace to reach 20 applications by the end of the year.

Highlights for the month of May include:

- The Alabama Real Estate Commission, new course registration was passed by legislature this month. This will allow real estate instructors to register as an approved school by the Alabama Real Estate Commission. Registration will only be available online and the application will be developed by AI.
- The Alabama Department of Public Health launched its EMS Provider Renewal Service. This application will allow brick and mortar buildings, such as fire departments or ambulatory services to renew their license online.
- AI worked diligently though the month to put the finishing touches on the 7<sup>th</sup> version of alabama.gov. Alabama Interactive is looking forward to displaying the new look and feel of alabama.gov.
- Since the 2009 Alabama Child Labor Reform Act was passed, Alabama Interactive met with the Alabama Department of Labor, Child Labor Division to discuss development of the work permit application. This application will allow employers to purchase Certificates of Employment to employ workers from age 14-17.
- The Alabama Department of Social Work Examiners license renewal application experienced a 27% increase from May of 2008 to May 2009. This application allows social work examiners to renew their license with the board online.
- The Inmate Banking Deposit System for the Alabama Department of Corrections has processed over 320 transactions with over \$21,000 deposited into inmates' accounts during its second month of production. Alabama Interactive still anticipates an increase in volume due to the continuing marketing campaign put together for the Department.
- The Alabama Department of Revenue Trip and Fuel application has seen a 43% increase from May 2008. This application allows users to purchase Trip and Fuel permits online.

## **Marketing**

Similar to the user guide created for the Inmate Banking Deposit System marketing package, the marketing team has compiled a user's guide for the updated Alabama Alcoholic Beverage Control Board license renewal system. The package included screenshots of the new application and step by step instructions to complete the renewal and access the administrative application.

The significant focus of the marketing team in May was on the corporate marketing conference. Each year one of NIC's state portals is chosen to host the marketing directors, general managers and project managers for a three day conference. The primary goals of the conference are networking and awareness of different services being offered in the different states to generate ideas which may specifically help our partners. This year, four Alabama Interactive representatives were present at the conference in Phoenix, Arizona.

## **Customer Service**

May was a much quieter month than April due to the close of tax season. The customer service team at AI answered 672 live chats in the month of May and many more phone calls with general questions about various state services. A majority of the chats were regarding the status of state income tax refund checks.

The Alabama Interactive team can attest how customer service is much more than an answer to a question and a quick thank you. Eva Hodge was experiencing difficulties accessing the Alabama Department of Revenue's E-Filing application, when she contacted our customer support team for help. She stated she only uses this service once a quarter and had become confused on what to do and how to use it. Our customer support team was able to quickly respond to her questions which in turn led to Mrs. Hodge's response of "You are wonderful! Thank you very much for explaining that...It is very nice and VERY much appreciated to get my questions answered so promptly! This was an unexpected bonus for the day. Thank you very much."

## **Development**

During the month of May the Alabama Interactive development team held two meetings. During the first meeting the team discussed a number of best practices for Struts 2, an extensive framework for creating Java web applications. Part of the discussion focused on the use of Tiles as a way to simplify the development and maintenance processes. Tiles is a framework for Java applications which allows developers to separate pages into reusable pieces.

During the second meeting the team discussed the use and implementation of the new Struts 2 common payment object created. This common payment object will make it easier to implement payments in new and existing applications and also make sure the payment process stay uniform across AI's applications. Towards the end of May, the Dev Share team discussed the use of input and output validation of user entered data. The set of current standard practices in place was reviewed to ensure that proper validation is done.

---

## PROJECT REPORT

---

### Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows subscribers to locate last known lien holder of an abandoned vehicle	02/27/2009
Alabama Department of Finance	Alabama Stimulus Website	Outlines the distribution of state stimulus funds	02/27/2009
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows County Probate Offices to interface with the DCNR system online	03/02/2009
Alabama Real Estate Commission	Approved Course	Allows licenses to view the courses approved by AREC	03/05/2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	03/13/2009
Alabama Department of Corrections	Inmate Banking Deposit System	Allows for online deposits to the inmate's canteen account	03/19/2009
Alabama Department of Education	Merchant Service	Provide merchant service for certificate renewals	03/23/2009
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	04/02/2009
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	04/28/2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	05/13/2009

## Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to exempt state agencies to be exempt from fees	02/17/2009
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	02/20/2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	02/20/2009
Alabama Board of Mental Health and Mental Retardation	Exam Application	Updates to Certificates	02/26/2009
Alabama Department of Public Health	EMS Renewals	Allows facilities to renew numerous licenses with one payment	02/25/2009
Alabama Board of Interpreters and Translators	Permit and License Renewals	Updates to existing fees	02/27/2009

Alabama Department of Education	Certification Requests	Adding additional validation for social security number	02/27/2009
Alabama Department of Public Safety	Merchant Service	Update to field in Web service	02/27/2009
Home Builders Licensure Board	Initial Application	Rewrite of existing application	03/01/2009
Alabama Real Estate Commission	Initial Course	Updates to existing applications	03/01/2009
Alabama Board of Professional Engineers and Land Surveyors	Continuing Education Log	Update to application used to log CE hours	03/16/2009
Alabama Real Estate Commission	Course Renewal	Updates to existing applications	03/19/2009
Alabama Board of Professional Engineers and Land Surveyors	License renewals	Update to renewal application to include continuing education hours from log	03/20/2009
Alabama Criminal Justice Information Center	Criminal Histories	Add notification of discount quantities	03/20/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Allow county users to change license type	03/27/2009
Alabama Bar Association	Sections Updates	Updates to 2009 sections	04/01/2009
Alabama State Board of Social Work Examiners	License Renewals	Creation of intranet for license renewal	04/02/2009
Alabama Real Estate Commission	Certifications	Updates to existing applications	04/03/2009
Alabama Board of Education	Merchant Service	Updates to existing application	04/06/2009
Alabama Bar Association	Annual Registration	Update to 2009 conference registration	04/21/2009
Alabama Board of Cosmetology	License Renewal	Updates to existing application	04/30/2009

Alabama State Board of Chiropractic Examiners	Facility Renewal and Initial License	Updates to existing applications	05/04/2009
Alabama Farmer's Market	Shopping Cart	Rewrite of current application	05/08/2009
Alabama Board of Cosmetology	License Renewal	Update to fees	05/13/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Updated functionality and added inter agency transfer	05/15/2009
Alabama Board of Nursing	Reinstatement	Updates to existing application	05/20/2009
Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	05/22/2009

## In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in internal testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in agency testing	December 2008
Alabama Department of Revenue	Auto Dealers License Renewal/Initial	Allows auto dealers to renew and apply for license online	This application is in internal testing	October 2008
Alabama Board of Court Reporting	Initial License	Allows qualified individuals to apply for license online	This application is in agency testing	June 2009
Alabama Department of Insurance	Merchant Service	Provides merchant service to agency	This application is in agency testing	TBD
Alabama Department of Public Safety	Accident Report Sales	Update to existing application	This application is in agency testing	TBD



## In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	This application is in development	July 2008
Alabama Board of Court Reporting	Initial License	Allows users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	TBD
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in pre-project phase	October 2009

Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in development	May 2009
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	This application is in pre-project phase	July 2009
Alabama Bar Association	Exam Application	Allows recent graduates to register for the BAR exam online	This application is in pre-project phase	September 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in pre-project phase	October 2009
Alabama Alcoholic Beverage Control Board	Alcoholic Representative IDs	Allows current ID holders to renew online	This application is in pre-project phase	September 2009
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in pre-project phase	October 2008
Alabama Onsite Wastewater Board	License Renewal	Allows current licensees to renew online	This application is in pre-project phase	September 2009
Alabama Department of Environmental Management	Merchant Service	Provide merchant service for invoices	This application is in pre-project phase	October 2009
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in pre-project phase	TBD

## Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding sex offender registry data	This application is in development	TBD
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in development	April 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in development	April 2009
Alabama Bar Association	License Renewals	Updates to existing application for new year	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in the pre project phase	April 2009
Home Builders Licensure Board	Expired Applications	Rewrite of existing application	This application is in development	March 2009
Alabama Alcoholic Beverage Control Board	License Renewal	Updates to existing application	This application is in development	August 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Department of Environmental Management	Wastewater Renewal	Re-write of existing application	This application is in the pre project phase	TBD
Alabama Board of	License	Updates to existing	This application	June 2009

Registration for Foresters	Renewal	application	is in the pre project phase	
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2009
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	This application is in development	June 2009
Alabama Department of Conservation and Natural Resources	Intranet for Existing Application	Updates to existing application	This application is in development	June 2009
Alabama Board of Nursing	Address change form	Updates to existing application	This application is in the pre project phase	August 2009
Alabama Real Estate Commission	Certification	Updates to existing application	This application is in development	May 2009
Alabama Real Estate Commission	Menu	Updates to existing application	This application is in the pre project phase	May 2009
Alabama Real Estate Commission	Instructor Renewal	Updates to existing application	This application is in the pre project phase	June 2009
Alabama Real Estate Commission	School Renewal	Updates to existing application	This application is in the pre project phase	June 2009

---

## **SERVICE REQUESTS**

---

### **Service Request #206**

Alabama Department of Labor, Child Labor – Certificates of Employment

Alabama Interactive requests and recommends this service for the Alabama Department of Labor is added to the network. The online application will be transaction fee based and will be developed at no cost to the department.

---

## MONTH IN REVIEW

---

Total May AI Network Transactions:	464,717
Average Successful Request per Day:	14,991
Total May alabama.gov Visitors:	285,303
Total May alabama.gov Page Views:	1,243,641
Total May alabama.gov Chats or Offline Messages from Live Help:	672

---

## OPERATIONS & ADMINISTRATION

---

In the month of May, Dana Rowzee presented the Alabama Board of Cosmetology, Electronic Inspections application at the NIC Marketing Conference in Arizona. Other portals around the country showed significant interest in the application and look forward to learning more about its functionality and applying it in their state.

---

## OTHER BUSINESS/IN CLOSING

---

In closing, May provided the opportunity to ensure the successful launch of the seventh version of alabama.gov. As we complete version 7 of the portal, we hope to become a strong contender in the Best of Web competition. Several updates to existing applications as well as several new applications are under development.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at [barrett@alabamainteractive.org](mailto:barrett@alabamainteractive.org).

Respectfully Submitted,

Barrett Gilbreath